

Lutheran Social Services of Illinois

Core Services



- **Behavioral Health:** Mental Health, Substance Abuse, Developmental Disabilities
- **Children's Community Services:** Foster Care, Adoption, Head Start, Child Care
- **Nursing & Senior Services:** Nursing Care, Assisted Living, Home-based Services, Adult Day Care, Senior Market Rate Housing
- **Affordable Housing**
- **Prisoner & Family Services:** Support Services During Incarceration, Re-entry

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Core Services



- LSSI served more than 108,000 people in FY 2012 through primary services, support to family members, and brief educational encounters
- LSSI operates 190 programs at 85 sites across Metropolitan Chicago and Northern, Central, & Southern Illinois.
- EHR: Implemented Carelogic, by Qualifacts launched in July 2012

Lutheran Social Services of Illinois
BHIP Demonstration Project



SASS - Screening Assessment and Support Services

- **Treatment:** crisis assessment and 90 days of community-based stabilization services
- **Population:** ages 0-21, Medicaid, Uninsured, and DCFS wards
- **Service Area:** Northwest side of Chicago
- **Clients Served:** 772 unduplicated clients in FY 2012
- 71% (N=550) clients screened by LSSI, 29% transferred from other SASS agencies
- 32% (N=160) of LSSI screens resulted in psychiatric hospitalization

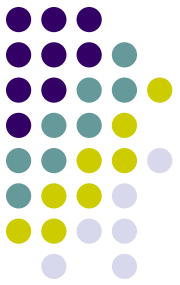
Lutheran Social Services of Illinois BHIP Demonstration Project



Project focuses on bi-directional exchange
of treatment information with hospitals

- LSSI: sends crisis assessment and Childhood Severity of Psychiatric Illness (CSPI) scale to hospitals at time of hospitalization
- Hospitals: send medical & psychiatric summaries, medications at time of discharge
- Partners: Hartgrove Hospital
Chicago Children's Center at St. Elizabeth
Streamwood behavioral Health

Before ILHIE Direct: At Discharge



Hospital faxes or mails discharge paperwork to LSSI



SASS supervisor scans the fax to create a PDF



Scan is saved on LSSI network



Supervisor uploads PDF to EHR

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Before ILHIE Direct: At Discharge



Challenges:

1. Discharge paperwork can be large, the fax machine can be bogged down, or printed fax is unclear
2. Mail is slow, taking several days to a week to access inpatient treatment information
3. SASS supervisor needs to be at the office to receive faxes, scan documents, & upload to the EHR, or delay staff access to discharge information

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Before ILHIE Direct: At Crisis



SASS worker completes Crisis Assessment & CSPI on paper



SASS worker enters information in LSSI's EHR



Paper copy goes to hospital in the ambulance with client



Hospital staff scan information for upload into their record

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Before ILHIE Direct: At Crisis



Challenges:

SASS is a mobile workforce that requires basic office functioning to share crisis information with receiving hospitals. Staff are equipped with an EHR, laptops, & air cards, but how do they...

- ...send documents without building expensive interfaces with other systems?
- ...send documents to hospitals without mobile printers or e-faxing?
- ...send documents quickly so that hospitals can better understand treatment needs before client arrives at the hospital?

With ILHIE Direct: At Discharge



Hospital open ILHIE Direct message and uploads documents to LSSI



SASS supervisor downloads documents to LSSI network



SASS supervisor uploads Documents to LSSI EHR

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With ILHIE Direct: At Crisis



SASS worker completes Crisis Assessment & CSPI in EHR



SASS worker exports documents and saves to LSSI's network

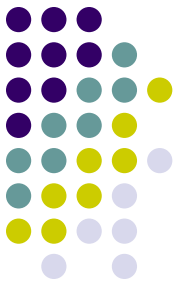


SASS worker opens ILHIE Direct message & uploads documents



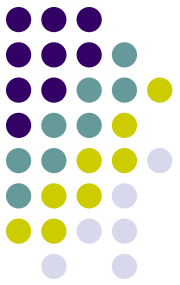
Hospital receives documents quickly and uploads into their record

Efficiencies Gained With ILHIE Direct



- SASS workers eliminate redundant work of completing assessments & CSPI on paper and electronically
- Screening documents arrive at the hospital quickly, before the patient arrives in the ambulance
- Eliminates the conversion of electronic documents to paper, then back to electronic
- Discharge & treatment collaboration is more efficient
- Documents go directly to the LSSI inbox & the transmission is more secure than a fax

Efficiencies Gained With ILHIE Direct



- Documents can be accessed anywhere, no longer limiting the SASS supervisor to be near the fax machine to access the documents
- ILHIE provides an audit trail of messages, allowing for easy re-sending of documents and demonstrating that both providers have met their commitments
- Message notifications can be forwarded to selected staff to alert them that a message/document is available
- LSSI is now able to share diagnosis & medication information for active clients with the hospital through our EHR's CCD

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